

As Of <= 06/30/2022

### Information Technology Department

The Information Technology Department (ITD) is the central technology provider for MiamiDade County. ITD provides information technology services that enable and support the operations of all County departments, external governmental agencies, residents and the public at large, including making information and services easily accessible to citizens and visitors of Miami-Dade County. ITD plans, develops, manages, and maintains a reliable and secure information technology infrastructure, including network, radio and hardware/software platforms, to support countywide and departmental specific applications and services. ITD partners with other County departments, management, and key technology providers to implement and maintain technology solutions that enable efficient operations, delivery of County services, and coordinates with the Information Technology Leadership Council (ITLC) on IT policy and practices. The Department establishes business processes to ensure that IT standards, methodologies, security, and project management are implemented in accordance with best practices. Key stakeholders include all County departments, Miami-Dade County municipal governments, local, state, and federal agencies, elected officials, Miami-Dade County residents, businesses, visitors, and the public that visits the County's website worldwide.

**Owner:**  
Brisbane,  
Margaret  
(ITD)  
**Department:**  
ITD

Perspective Name	Objective Name	Measure Name	As Of		Actual	Business Plan Goal	Actual FYTD	FYTD Goal	
Customer	Improve Customer Service (ITD)	IT Service Center Average Speed of Answer (Seconds)	Jun '22		325	60	1014	540	
		IT Service Center Call Abandon Rate	Jun '22		20%	5%	3	5	
		IT Service Center Total Incoming Calls	Jun '22		14,831	n/a	89586	n/a	
		Total # of Remedy Tickets Entered	Jun '22		16,593	n/a	n/a	n/a	
		IT Service Center First Contact Resolution	Jun '22		58%	80%	64	80	
		Average Length of Call (seconds)	Jun '22		381	n/a	n/a	n/a	
		Total # of Incidents Submitted	Jun '22		11,822	n/a	76203	n/a	
		Total # of Work Orders Submitted	Jun '22		4,771	n/a	40932	n/a	
	Resolution Response (ITD)	% of Network Service Requests assigned within one business day from the time received.	Jun '22		98%	92%	98	92	
		% of Network Repair Calls assigned within 4 hours from the time reported by customer	Jun '22		98%	92%	98	92	
		% of Telephone Repair Calls assigned within 4 hours from the time reported by customer	Jun '22		95%	92%	95	92	
	Provide Innovative Customer Solutions	# of Projects Completed - Per Fiscal Year	2021 FY		200	n/a	n/a	n/a	
		% of Active Projects using contemporary Agile Methodology - Per Fiscal Year	2021 FY		76%	60%	n/a	n/a	
		% of Active Projects on Track - Per Fiscal Year	2021 FY		98%	75%	n/a	n/a	
	Enterprise Programs (ITD)	Enterprise Asset Management System (EAMS) - Total Number of Assets Tracked	Jan '22		1,245,391	1,015,000	1245391	1015000	
		Increase in Number of GIS Layers in OpenData	'22 FQ3		873	5	n/a	n/a	
Number of Layers Maintained in the County's Central Repository (Vector/Imagery)		'22 FQ3		1,794	700	n/a	n/a		
Total eCommerce Transactions Per Month (Credit Cards and		Jun '22		113,920	n/a	n/a	n/a		

		eChecks)							
		Enterprise Content Management (ECM) - Documents Managed	Jun '22		142,901,366	142,000,000	n/a	n/a	
	<b>Systems Availability (ITD)</b>	911 Availability Index	Jun '22		100.00%	99.90%	100	99.9	
		Email Availability	Jun '22		100.00%	100.00%	100	100	
		Network Availability	Jan '22		99.00%	99.00%	99	99	
		Portal Availability	Jun '22		100.000%	100.000%	n/a	n/a	
		Mainframe Availability	'22 FQ3		100.00%	99.99%	100	99.99	
<b>Financial</b>	<b>Meet Budget Targets (ITD)</b>	Expen: Qtly Total (ITD)	'22 FQ3		\$58,512K	n/a	162538	n/a	
		Revenue: Qtly Total (ITD)	'22 FQ3		\$18,554K	n/a	126462	n/a	
		Positions: Full-Time Filled (ITD)	'22 FQ3		839	949	837	n/a	
<b>Internal</b>	<b>Resource Management (ITD)</b>	Extend job offers within 3 business days of HRD approval and receipt of back-ground checks	'22 FQ1		100%	90%	100	90	
		Process interdepartmental transfers within 5 business days	'22 FQ1		100%	90%	100	90	
		% of Current Monthly Employee Evaluations received on time	Jan '22		50%	75%	49	75	
<b>Learning and Growth</b>	<b>Human Resources</b>	Process tuition refund requests within 5 business days of receipt of completed packages	'22 FQ1		100%	90%	100	90	
		Conduct quarterly safety committee meetings and maintain minutes	'22 FQ1		100%	100%	100	100	

[Edit Scorecard](#)

**Initiatives for Objectives**

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Provide Innovative Customer Solutions	EPMO - Enterprise Portfolio Management Office	3/3/2021	Complete						Arora, Rishi (ITD)
Improve Efficiency of Internal Procedures	Create a billing portal to access unified IT Services Bills	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	IT Innovations Center	7/29/2019	Complete						Camner, Sue (ITD); Suarez, Carmen (ITD)
	Implement a County-wide standardized and simplified IT Services Billing Process	4/3/2018	Complete						Salazar, Mariaelena (ITD)
Enterprise Programs (ITD)	Voice Over IP Enterprise Telephony	3/8/2021	In Progress			undefined			Aguirre, Juan (ITD)
	Enterprise Asset Management	8/1/2019	Complete						Lopez, Jose L. (ITD)

	Enterprise Project Management Office Full Implementation	3/3/2021	Complete						Arora, Rishi (ITD)
	Enterprise Content Management	3/8/2021	Complete						Lopez, Jose L. (ITD)
IT Consolidation	Consolidation - Phase 5 (WS, ME, FR, AV, EL)	3/4/2021	In Progress						Salazar, Mariaelena (ITD)
	Consolidation - Phase 1 (PE, ID, AD)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	Consolidation - Phase 2 (SW, MT, PD, CR, SP)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	Consolidation - Phase 3 (PR)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	Consolidation - Phase 4 (LB, HD, CO, GI, FN)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
Customer Project Initiatives	Municipal Plans Review	2/27/2019	Complete						Camner, Sue (ITD); Suarez, Carmen (ITD)
Business Relationship Management	MOUs PHASE 5 (WS, ME, FR, AV, EL)	4/3/2018	Complete						Salazar, Mariaelena (ITD)
	MOUs PHASE 1 (PE, ID, AD)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	Establish BRM Program	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	MOUs PHASE 2 (SW, MT, PD, CR, SP)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	MOUs PHASE 4 (LB, HD, CO, GI, FN)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	MOUs PHASE 3 (PR)	3/14/2018	Complete						Salazar, Mariaelena (ITD)